

EDMOND T. MANDIOMA

HUMAN RESOURCES SPECIALIST

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Accomplished Human Resources practitioner with over twenty-two years of demonstrated leadership and broad-based experience in managing the full spectrum of strategic human resources programs, services, and function with proven ability in the development and execution of Human Resources strategies that have a perceptible comportment on the business bottom line.

SKILLS

- Employment Law
- Talent Acquisition, Retention and Management
- Behavioural Competency Interviewing
- Human Resources Information System
- Teamwork and Collaboration
- Pre-opening Recruiting
- Scheduling
- Human Resources Policies and Procedures
- Strategic Human Resources Planning
- Project Management
- Leadership Development
- Performance Management
- Employee Engagement
- Payroll processing

PROFESSIONAL EXPERIENCE

NOVEMBER 2021 TO DATE

PEOPLE AND CULTURE MANAGER, MATETSI VICTORIA FALLS – ZIMBABWE.

(www.matetsivictoriafalls.com)

PRINCIPAL ACCOUNTABILITIES:

- Setting up and establishing a Human Resources Department for the Hotel.
- Drafting the Human Resources Handbook, policies and procedures for the Hotel.
- Championing the organizational change and restructuring exercises.
- Advising directors and management to ensure that all changes are carried out within the dictates of the country's labour laws.
- Writing and reviewing job descriptions for all positions within the organization.
- Preparation of payroll input for processing with Head Office Salaries Department.
- Establishment of a works' council to promote industrial harmony
- Ensuring appropriate health and safety protocols are in place and adhered to throughout the establishment.
- Proposing and implementation of appropriate counselling and support programs for employee
- Timely production and submission of appropriate reports to top level management and directors
- Identifying and analyzing local compensation and benefits practices to ensure financial competitiveness.
- Overseeing the implementation of the performance management system and identifying areas for improvement and making necessary improvements
- Leading the recruitment strategy & hiring schedule, as well as managing & supporting the day-to-day operational hiring requirements.
- Conducting new team member orientation by providing information on hotel or company standards, policies, procedures, and team member benefit programs.
- Recommending and/or initiating salary, disciplinary, or other staffing/human resources-related actions in accordance with hotel or company rules and policies.
- Developing awareness and reputation of the hotel and the brand in the local community and promote team member involvement in the local community.
- Collecting and maintaining data from exit interviews, turnover statistics, absenteeism reports identifying trends, training needs, and supervisory issues.

- Identifying training needs in liaison with HODs for the respective departments with a view to preparing appropriate training to remedy the situation.
- Managing labor relations and representing the hotel in grievances, mediations, arbitrations, and contract negotiation.
- Designing, developing, and executing innovative strategies, policies, processes, procedures, practices, and programs which effectively support the achievement of the Hotel's strategic objectives on Human capital management and administration.
- Implementing of the Hotel's yearly work programs and budgets to ensure that the Hotel's mandate is executed in line with Head office strategy.
- Undertaking annual HR planning by assessing current capacity, forecasting future HR requirements, and integrating HR plans with the achievement of strategic objectives.

JULY 2018 TO OCTOBER 2021

HUMAN RESOURCES MANAGER, MORE FAMILY COLLECTION T/A STANLEY AND LIVINGSTONE BOUTIQUE HOTEL, VICTORIA FALLS-ZIMBABWE (www.stanleyandlivingstone.co.zw)

ACHIEVEMENTS

- Identified staffing and recruiting needs, developed and executed best practices for hiring and talent management.
- Oversaw the successful re-opening of the Hotel after one year of closure due to refurbishments
- Administered and oversaw the administration of human resources programs including, but not limited to, compensation, benefits, disciplinary matters; disputes and investigations; performance management and talent management; productivity, recognition and morale; occupational health and safety; and training and development
- Facilitated professional development, training and certification for all Departments
- Introduced the Balanced Score Card Performance Management System for monitoring performance throughout the Hotel.
- Maintained knowledge of trends, best practice, regulatory changes, and new technologies in human resources, talent management, and employment law, applied this knowledge to communicate changes in policy, practice, and resources to management.
- Introduced employee engagement and retention strategies and focused efforts on changing organizational culture.

OTHER RELEVANT EXPERIENCE

- Pre-opening Human Resources Manager for Pyramid Continental Hotel in **Juba, South Sudan**
- Human Resources Manager for Mamba Point Hotel in **Monrovia, Liberia**
- Assistant Human Resources Manager for Meikles Hotel (A member of the Leading Hotel of the World) based in **Harare, Zimbabwe**
- Human Resources Manager | Resourcing for African Sun Hotel **Harare, Zimbabwe**
- Human Resources Manager for Rainbow Tourism Group based in **Victoria Falls, Zimbabwe**
- Human Resources Officer for Typocrafters (A division of Zimpapers Group) based in **Bulawayo, Zimbabwe**
- Human Resources Officer for Simbisa Brands (A division of Innscor Africa) based in **Harare, Zimbabwe**

EDUCATION

CURRENT STUDIES

BACHELOR OF LAWS (LLB) DEGREE WITH UNISA (4TH YEAR)

OTHER PROFESSIONAL QUALIFICATIONS

CERTIFICATE IN OCCUPATIONAL HEALTH, SAFETY & ENVIRONMENTAL MANAGEMENT (OSHEMAC)

MASTER OF SCIENCE IN STRATEGIC MANAGEMENT (MSc)

POSTGRADUATE DIPLOMA IN MANAGEMENT (PGDM)

DIPLOMA IN HUMAN RESOURCES DEVELOPMENT (DipHRD)

HIGHER NATIONAL DIPLOMA IN HUMAN RESOURCES MANAGEMENT (HND)

NATIONAL DIPLOMA IN HUMAN RESOURCES MANAGEMENT (ND)